Developing a Bilingual Services Policy

Monday, September 15, 2003

Agenda

A. **Introductions**

B. **Background Bilingual Services Policy**

C. **Authority Bilingual Services Policy**

D. **Bilingual Services Policy Samples**

- Housing and Community Development (HCD)
- State Personnel Board (SPB)
- California Department of Social Services (CDSS)
- California Unemployment Insurance Appeals Board (CUIAB)

E. **Difference between a Bilingual Services Policy versus**

- The Implementation Plan
- The Complaint Policy

F. **Language Survey Assessment**

G. **Questions and Answers**